

## Questions? Find answers and general information about MedScope's medical alert devices and services.

### Are the buttons waterproof?

**Mobile Device (Mobile):** Yes, it can be worn in the shower, but we do not recommend it be submersed in water.

**Cellular Device (Cell):** Yes, the button is completely waterproof and can be submersed in water.

**PERS with Fall Detection (FD):** Yes, the button is completely waterproof and can be submersed in water.

**Land Line Device (LL):** Yes, the button is completely waterproof and can be submersed in water.

### How long does the battery last in the alert buttons?

**Mobile:** This device requires charging for 2 hours each month and indicates when it's time to recharge.

**Cell, LL:** 10 years or 50,000 activations of the button

**FD:** 5 years or 25,000 activations of the button

### Are the batteries in the alert buttons replaceable?

**Mobile:** No. This device requires charging for 2 hours each month in the provided charging cradle.

**Cell, LL, FD:** No. When the battery in the button no longer works, we replace the entire button.

### How far from the base unit can I be for the button to still work properly?

**Mobile:** This device requires no base unit, so the button will work anywhere within the United States.

**Cell, LL, FD:** These devices have an unobstructed activation range of 600-800 feet, slightly less through walls, doors and windows.

### Will the alert button work outside of the home?

**Mobile:** Yes. This "go anywhere" device summons help both indoors and outdoors.

**Cell, LL, FD:** Yes, provided the button is less than 800 feet from the base unit.

### What if the operator cannot establish communication when the alert button is pressed?

**All Devices:** If our operator cannot establish communication, we will dispatch help and notify emergency contacts.

### Will the Fall Detection alert button detect 100% of falls?

No. Certain falls will not be detected. We always recommend pressing the button if physically able to do so.

### Is Fall Detection available with all PERS device types?

Fall Detection is available with all PERS device types with the exception of Mobile PERS..

### Will the PERS device still work if there is a power failure?

**Mobile:** Yes, this device only requires electrical power when charging.

**Cell, LL, FD:** Yes, these devices have a 24 hour battery backup and will remain fully functional for this period. The base unit will recharge itself when power is restored.

### Will the PERS device function without a working phone line?

**Mobile, Cell, LL:** Yes, these devices work independently of any traditional phone line or cell phone.

**LL:** No, this device requires a working phone line to place the emergency call.

### Does the device have to be reset after I press the button?

**All Devices:** No. Our devices do not require a reset anything after pressing the button.

### What happens if the alert button is accidentally pressed?

**All Devices:** We recommend waiting for our operator to answer and then tell them no assistance is needed.

Is there a charge for pressing the alert button?

**All Devices:** No. There is no charge for pressing the alert button.

How often should alert button be tested?

**All Devices:** We recommend testing at least once per month or more often if desired.

When the alert button is pressed, how long until the response operator connects?

**All Devices:** All calls will be answered by our operators within 30-45 seconds.

Who answers the call when the alert button is pressed?

**All Devices:** Calls are answered by our 9-1-1 certified response operators who dispatch help as needed.

Should the alert button be pressed only for medical emergencies?

**All Devices:** No, the button can be pressed for any type of emergency or non-emergency assistance.

Where are the response operators located?

**All Devices:** Our response operators are located at monitoring centers in North Carolina and Utah.

If emergency personnel are dispatched, where do they come from?

**All Devices:** Emergency personnel are dispatched from local first responder organizations.

Can the PERS device speaker volume be adjusted?

**All Devices:** The volume of the speaker can only be adjusted by our response operators.

Do response operators speak languages other than English?

**All Devices:** Our response operators answer calls in any of 170 different languages..